COVID-19 Frequently Asked Questions (FAQs)

5.5.2020

Q: What is COVID-19?
The 2019 Novel Coronavirus, or COVID-19, is a new respiratory virus first identified in Wuhan, Hubei Province, China.

Q: How does the virus spread?
This virus probably originally emerged from an animal source but is now spreading from person-to-person. Some viruses are highly contagious (like measles), while other viruses are less so. The virus that causes COVID-19 is spreading sustainably in some affected geographic areas.

Prevention

Q: How can I help protect myself?
There is currently no vaccine to prevent COVID-19 respiratory infection. However, Coconino County Health and Human Services (CCHHS) recommends the following actions to help prevent the spread of respiratory viruses:

- Wash hands frequently.
- Avoid touching eyes, nose or mouth.
- Avoid contact with people who are sick.
- Cover your mouth with your upper sleeve or with a tissue when coughing or sneezing.
- Stay home when you are sick.
- Clean and disinfect frequently touched objects and surfaces.

Visit the Centers for Disease Control and Prevention (CDC) COVID-19 information website to learn about how to protect yourself from respiratory illnesses, like COVID-19. https://www.cdc.gov/coronavirus/2019-ncov/community/index.html

Q: Does the CDC recommend using facemasks?
Yes, face coverings are recommended to be worn when in areas where other social distancing measures are difficult to maintain. Cloth face coverings may prevent people who don't know they have the virus from transmitting it to others. These face coverings are not surgical masks or respirators and are not appropriate substitutes for them in workplaces where masks or respirators are recommended or required.

Medical and Testing Information

Q: What should I do if I think I have COVID-19?
If you think you have COVID-19 infection and you feel sick with fever, cough, or difficulty breathing, you should:

- Seek medical care right away. Before you go to a doctor's office or emergency room, **call ahead** and tell them about your recent travel and your symptoms.
- Stay at home and avoid contact with others and do not travel while sick.

Q: What are the symptoms and complications that COVID-19 can cause?
People with COVID-19 have had a wide range of symptoms reported – ranging from mild symptoms to severe illness. People with these symptoms or combinations of symptoms may have COVID-19: cough, shortness of breath or difficulty breathing, fever, chills, repeated shaking with chills, muscle pain, headache, sore throat and new loss of taste or smell.

Q: What is required for COVID-19 testing at Fort Tuthill in Flagstaff?

The testing recommendations have changed over the course of the pandemic because our knowledge about the virus has changed. Today's answer is reflective of today's recommendations. At Fort Tuthill currently, a person can be tested who is 1) symptomatic or 2) asymptomatic but who has had direct exposure (meaning with someone who has tested positive). The symptoms are those from the CDC and have been expanded to now include cough, loss of taste, loss of smell, fever, chills, shaking, shortness of breath. A doctor's order is not needed to be tested at Fort Tuthill; a provider can screen individuals on site. Testing at Fort Tuthill is Monday through Friday, 10 a.m. to 3 p.m.

Is an appointment necessary for the Saturday Arizona Testing Blitz testing?

No appointment is needed for the Coconino County Arizona Testing Blitz scheduled for Saturdays, May 9 and 16. Registration is recommended to allow for planning. Interested individuals can get more information about the County testing and other testing sites around Arizona at www.coconino.az.gov/covid19.

Other questions:

A: What is the status of the "stay at home" order for the County? How is Coconino County preparing for the State's stay at home order being lifted?

The Coconino County Board of Supervisors reiterated the importance of continuing social distancing practices based on science and public health professionals during the May 5, 2020 Board meeting. Coconino County continues to look at the Governor's office for direction as well, with employee and public safety as the number one priority. Information is available at www.coconino.az.gov/covid19.

A: Does all the funding for emergency assistance get allocated to Coconino County or is it shared by the City of Flagstaff and others.

Emergency assistance comes from two sources. Grants fund rental and utility assistance, senior assistance, and job programs. The bulk of the emergency monies comes through non-profits, and that was the goal of bringing together non-profits through the coalition. The City has/will be involved; and is receiving an additional $360,000 in Community Block Grant funding related to COVID-19that will be used to support housing services during this period. The non-profit coalition's housing sector met with City Housing to discuss how to use the monies; the funding proposal will be shared with the City Council for their approval soon. There may be monies in the proposal for the County for rental assistance program.

A: Can an applicant for emergency services be considered more than once for rental assistance when people have been out of work for over 6 weeks?

There are basically 3 different funding sources for rental assistance, each with their own requirements. CCHHS staff can help people and identify what programs that will work best. Call the 928-679-7300 COVID-19 information line to request rental assistance information.

A: What are safe methods for employees that handle money and checks from the public?

Encourage customers to use touchless payment options, when available. Minimize handling cash, credit cards, reward cards, and mobile devices, where possible.
When exchanging paper and coin money:
- Do not touch your face.
- Ask customers to place cash on the counter rather than directly into hands.
- Place money directly on the counter when providing change back to customers.
- Wipe counter between each customer at checkout.
- Clean and disinfect frequently touched surfaces such as workstations, cash registers, payment terminals, door handles, tables, and countertops on a routine basis. Follow the directions on the cleaning product's label and clean hands afterwards.
- Practice proper hand hygiene.